CONGRATULATIONS!
You have just purchased the finest commercial heated cabinet available. You can expect many years of trouble-free operation.

TABLE OF CONTENTS

TH-23

TH-23G

INSTALLATION MANUAL

TH MODELS: HEATED CABINETS

TRUE MANUFACTURING CO., INC.
2001 East Terra Lane • O'Fallon, Missouri 63366-4434
(636)-240-2400 • FAX (636)-272-2408 • INT'L FAX (636)272-7546 • (800)-325-6152
Parts Department (800)-424-TRUE • Parts Department FAX# (636)-272-9471
Web: www.truemfg.com

SAFETY INFORMATION

How to Maintain Your True Refrigerator to Receive the Most Efficient and Successful Operation.

You have selected one of the finest commercial refrigeration units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE cooler when properly maintained will give you many years of trouble-free service.

WARNING: Use this appliance for its intended purpose as described in this Owner Manual.

SAFETY PRECAUTIONS

When using electrical appliances, basic safety precautions should be followed, including the following:

- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- Do not allow children to climb, stand or hang on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Keep fingers out of the "pinch point" areas; clearances between the doors and between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.
- Unplug the refrigerator before cleaning and making repairs.
- Setting temperature controls to the 0 position does not remove power to the light circuit, perimeter heaters, or evaporator fans.

NOTE: We strongly recommend that any servicing be preformed by a qualified technician.

DANGER!

RISK OF CHILD ENTRAPMENT

PROPER DISPOSAL OF THE CABINET

Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous… even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

BEFORE YOU THROW AWAY YOUR OLD REFRIGERATOR OR FREEZER OR HEATED CABINET:

- Take off the doors.
- Leave the shelves in place so that children may not easily climb inside.

USE OF EXTENSION CORDS

NEVER USE AN EXTENSION CORD! TRUE will not warranty any refrigerator that has been connected to an extension cord.

REPLACEMENT PARTS

- Component parts shall be replaced with like components.
- Servicing shall be done by authorized service personnel, to minimize the risk of possible ignition due to incorrect parts or improper service.
- Lamps must be replaced by identical lamps only.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.

WARNING!

HOW TO CONNECT ELECTRICITY

DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE GROUND PRONG FROM THE POWER CORD. FOR PERSONAL SAFETY, THIS APPLIANCE MUST BE PROPERLY GROUNDED.

The power cord from this appliance is equipped with a grounding plug which minimizes the possibility of electric shock hazard.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with the properly grounded wall outlet.

The refrigerator should always be plugged into it's own individual electrical circuit, which has a voltage rating that matches the rating plate.

This provides the best performance and also prevents overloading building wiring circuits which could cause a fire hazard from overheated wires.

Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.

When removing the refrigerator away from the wall, be careful not to roll over or damage the power cord.

If supply power cord is damaged it should be replaced with original equipment manufacture parts. To avoid hazard this should be done by a qualified service technician.

USE OF ADAPTER PLUGS

NEVER USE AN ADAPTER PLUG! Because of potential safety hazards under certain conditions, we strongly recommend against the use of an adapter plug.

The incoming power source to the cabinet including any adapters used must have the adequate power available and must be properly grounded. Only adapters listed with UL should be used.

NORTH AMERICA USE ONLY!

NEMA plugs

TRUE uses these types of plugs. If you do not have the right outlet have a certified electrician install the correct power source.

NOTE: International plug configurations vary by voltage and country.

INSTALLATION

OWNERSHIP

To ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained refrigeration mechanic and electrician install your TRUE equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. If damage is discovered, immediately file a claim with the delivery freight carrier.

TRUE is not responsible for damage incurred during shipment.

UNCRATING

TOOLS REQUIRED

- Adjustable Wrench
- Phillips Screwdriver
- Level

The following procedure is recommended for uncrating the unit:

A. Remove the outer packaging by pulling tri-wall nails from skid. Remove (4) cardboard corner pads and dust cover.

B. Inspect for concealed damage. Again, immediately file a claim with the freight carrier if there is damage.

C. Remove door bracket on swinging glass door models. See images 1-2.

NOTE: KEYS FOR COOLERS WITH DOOR LOCKS ARE LOCATED IN WARRANTY PACKETS.

ELECTRIC INSTALLATION & SAFETY INFORMATION

- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- Lamps must be replaced by identical lamps only.
- Appliance tested according to the climate classes 5 and 7 temperature and relative humidity.

ELECTRICAL INSTRUCTIONS

A. Before your new unit is connected to a power supply, check the incoming voltage with a voltmeter. If anything less than 100% of the rated voltage for operation is noted, correct immediately.

B. All units are equipped with a service cord, and must be powered at proper operating voltage at all times. Refer to cabinet data plate for this voltage.

TRUE RECOMMENDS THAT A SOLE USE CIRCUIT BE DEDICATED FOR THE UNIT.

WARNING: Compressor warranties are void if compressor burns out due to low voltage.

WARNING: Power supply cord ground should not be removed!

WARNING: Do not use electrical appliances inside the food storage compartments of the appliances unless they are of the type recommended by the manufacturer.

NOTE: To reference wiring diagram, remove front louvered grill, wiring diagram is positioned on the inside cabinet wall.

WIRE GAUGE CHART

115 Volts	Distance In Feet To Center of Load											
Amps	20	30	40	50	60	70	80	90	100	120	140	160
2	14	14	14	14	14	14	14	14	14	14	14	14
3	14	14	14	14	14	14	14	14	14	14	14	12
4	14	14	14	14	14	14	14	14	14	12	12	12
5	14	14	14	14	14	14	14	12	12	12	10	10
6	14	14	14	14	14	14	12	12	12	10	10	10
7	14	14	14	14	14	12	12	12	10	10	10	8
8	14	14	14	14	12	12	12	10	10	10	8	8
9	14	14	14	12	12	12	10	10	10	8	8	8
10	14	14	14	12	12	10	10	10	10	8	8	8
12	14	14	12	12	10	10	10	8	8	8	8	6
14	14	14	12	10	10	10	8	8	8	6	6	6
16	14	12	12	10	10	8	8	8	8	6	6	6
18	14	12	10	10	8	8	8	8	8	8	8	5
20	14	12	10	10	8	8	8	6	6	6	5	5
25	12	10	10	8	8	6	6	6	6	5	4	4
30	12	10	8	8	6	6	6	6	5	4	4	3
35	10	10	8	6	6	6	5	5	4	4	3	2
40	10	8	8	6	6	5	5	4	4	3	2	2
45	10	8	6	6	6	5	4	4	3	3	2	1
50	10	8	6	6	5	4	4	3	3	2	1	1

230 Volts	Distance In Feet To Center of Load											
Amps	20	30	40	50	60	70	80	90	100	120	140	160
5	14	14	14	14	14	14	14	14	14	14	14	14
6	14	14	14	14	14	14	14	14	14	14	14	12
7	14	14	14	14	14	14	14	14	14	14	12	12
8	14	14	14	14	14	14	14	14	14	12	12	12
9	14	14	14	14	14	14	14	14	12	12	12	10
10	14	14	14	14	14	14	14	12	12	12	10	10
12	14	14	14	14	14	14	12	12	12	10	10	10
14	14	14	14	14	14	12	12	12	10	10	10	8
16	14	14	14	14	12	12	12	10	10	10	8	8
18	14	14	14	12	12	12	10	10	10	8	8	8
20	14	14	14	12	10	10	10	10	10	8	8	8
25	14	14	12	12	10	10	10	10	8	8	6	6
30	14	12	12	10	10	10	8	8	8	6	6	6
35	14	12	10	10	10	8	8	8	8	6	6	5
40	14	12	10	10	8	8	8	6	6	6	5	5
50	12	10	10	8	6	6	6	6	6	5	4	4
60	12	10	8	6	6	6	6	6	5	4	4	3
70	10	10	8	6	6	6	5	5	4	4	2	2
80	10	8	8	6	6	5	5	4	4	3	2	2
90	10	8	6	6	5	5	4	4	3	3	1	1
100	10	8	6	6	5	4	4	3	3	2	1	1

LOCATING

A. Remove louver from the front of cabinet and backguard (if applicable) from rear of cabinet.

B. Skid bolts are located in each of 4 corners inside cabinet bottom. (See photo A).

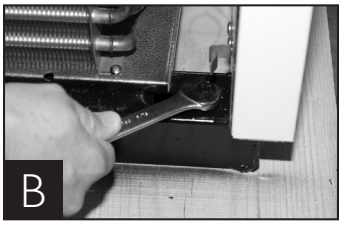
C. Remove skid bolts. (See photo B).

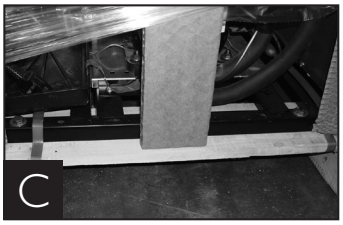
D. Cut straps if applicable. (See photo C).

E. Carefully lift cabinet off of skid.

F. Appliance tested according to the climate classes 5 and 7 for temperature and relative humidity.

Removing skid from bottom of cabinet.





LEVELING

A. Set unit in its final location. Be sure there is adequate ventilation in your room. Under extreme heat conditions, (100°F+, 38°C+), you may want to install an exhaust fan.

WARNING: WARRANTY IS VOID IF VENTILATION IS INSUFFICIENT.

B. Proper leveling of your TRUE heated cabinet is critical to operating success. Refer to "Installation of Legs and Castors" on page 5.

C. The cabinet should be leveled from the inside front to back and side to side with a level.

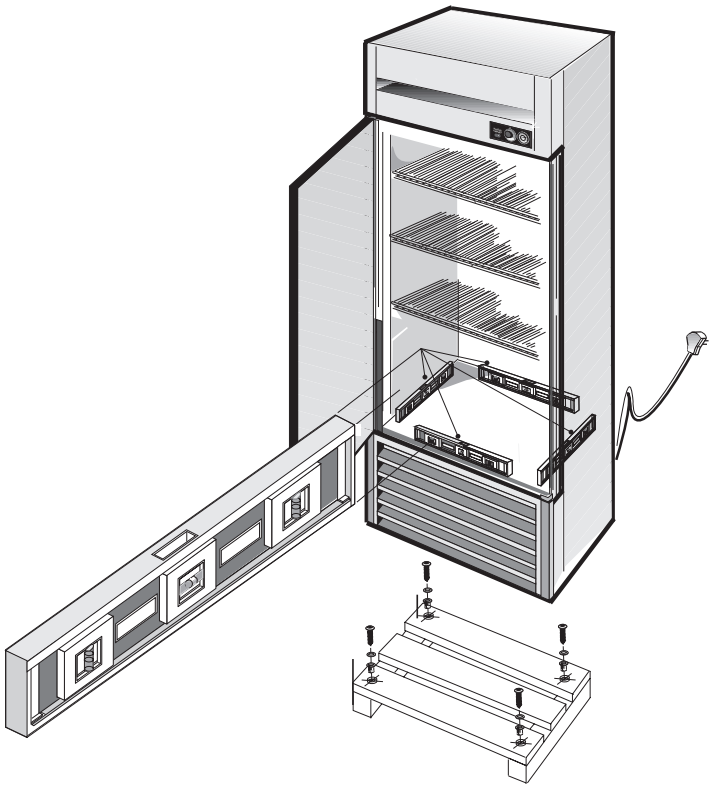
D. Ensure that the drain hose or hoses are positioned in the pan.

E. Free plug and cord from inside the lower rear of the unit (do not plug in).

F. The unit should be placed close enough to the electrical supply so that extension cords are never used.

NOTE: If the cabinet has a center leveling screw, castor, or leg, make sure it is adjusted properly so it makes full contact with the floor after the cabinet has been leveled.

WARNING: CABINET WARRANTIES ARE VOID IF OEM POWER CORD IS TAMPERED WITH. TRUE WILL NOT WARRANTY ANY UNITS THAT ARE CONNECTED TO AN EXTENSION CORD.



INSTALLATION OF CASTORS OR OPTIONAL LEGS

Important Safeguard for installation of leg/castor. Images 1-5 demonstrate procedure.

SECURING CASTORS AND LEGS

To obtain maximum strength and stability of the unit, it is important that you make sure each castor is secure. Optional legs are hand-tightened securely against the lower rail assembly see image 4-5. The bearing race on the castor or the top edge of the leg must make firm contact with the rail.

LEVELING SHIMS

Four leveling shims have been provided for leveling castored units positioned on uneven floors. Shims must be positioned between rail end and bearing race.

A. Turn the bearing race counter-clockwise until the cabinet is level. Level front to back and side to side. (diagonally)

B. Install the desired number of shims, making sure the slot of the shim is in contact with the threaded stem of the castor. See image 2.

C. If more than one shim is used, turn the slot at a 90° angle so they are not in line.

D. Turn the bearing race clockwise to tighten and secure the castor by tightening the anchoring bolt with a 3/4 inch open-end wrench or the tool provided. See image 3.

CAUTION: TO AVOID DAMAGE TO LOWER RAIL ASSEMBLY, SLOWLY RAISE UNIT TO UPRIGHT POSITION.

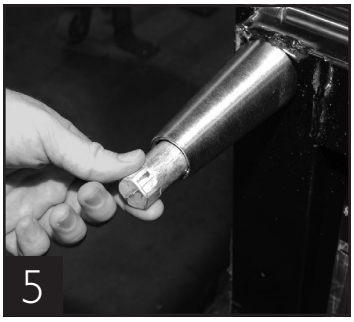
NOTE: OPEN HOLES LOCATED ON THE CROSS MEMBERS OF THE FRAME RAIL SHOULD BE PLUGGED BEFORE UNIT IS IN USE.

Thread castor into the underside of cabinet frame rail.

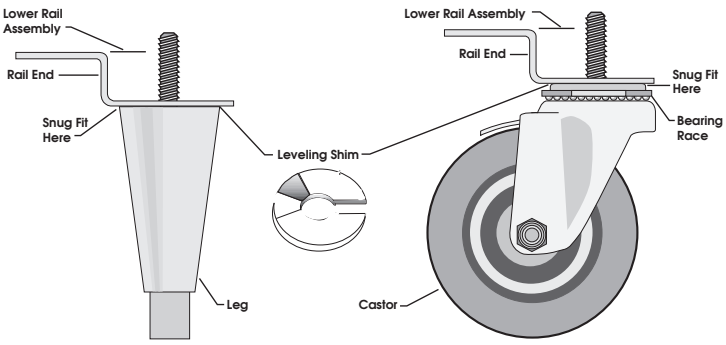
For leveling, insert the shim between castor and frame rail.

Use the tool provided to tighten the castor into place.

Thread leg into cabinet bottom frame rail.



The end of the leg is adjustable for easy leveling.



SEALING CABINET TO FLOOR

STEP 1 - Position Cabinet - Allow one inch between the wall and rear of the refrigerator to assure proper ventilation. For freezers 3 inches between the wall and rear of the cabinet will assure proper ventilation.

STEP 2 - Level Cabinet - Cabinet should be level, side to side and front to back. Place a carpenter's level in the interior floor in four places:

A. Position level in the inside floor of the unit near the doors. (Level should be parallel to cabinet front). Level cabinet.

B. Position level at the inside rear of cabinet. (Again level should be placed parallel to cabinet back).

C. Perform similar procedures to steps A & B by placing the level on inside floor (left and right sides - parallel to the depth of the cooler). Level cabinet.

STEP 3 - Draw an outline on the base on the floor.

STEP 4 - Raise and block the front side of the cabinet.

STEP 5 - Apply a bead of "NSF Approved Sealant", (see list below), to floor on half inch inside the outline drawn. The bead must be heavy enough to seal the entire cabinet surface when it is down on the sealant.

STEP 6 - Raise and block the rear of the cabinet

STEP 7 - Apply sealant on floor as outlined in Step 5 on other three sides.

STEP 8 - Examine to see that cabinet is sealed to floor around entire perimeter.

NOTE: Asphalt floors are very susceptible to chemical attack. A layer of tape on the floor prior to applying the sealant will protect the floor.

NSF APPROVED SEALANTS:

1. Minnesota Mining #ECU800 Caulk
2. Minnesota Mining #ECU2185 Caulk
3. Minnesota Mining #ECU1055 Bead
4. Minnesota Mining #ECU1202 Bead
5. Armstrong Cork - Rubber Caulk
6. Products Research Co. #5000 Rubber Caulk
7. G.E. Silicone Sealer
8. Dow Corning Silicone Sealer

SETUP

STANDARD ACCESSORIES

SHELVING INSTALLATION / OPERATION

SHELF INSTALLATION:

STEP 1

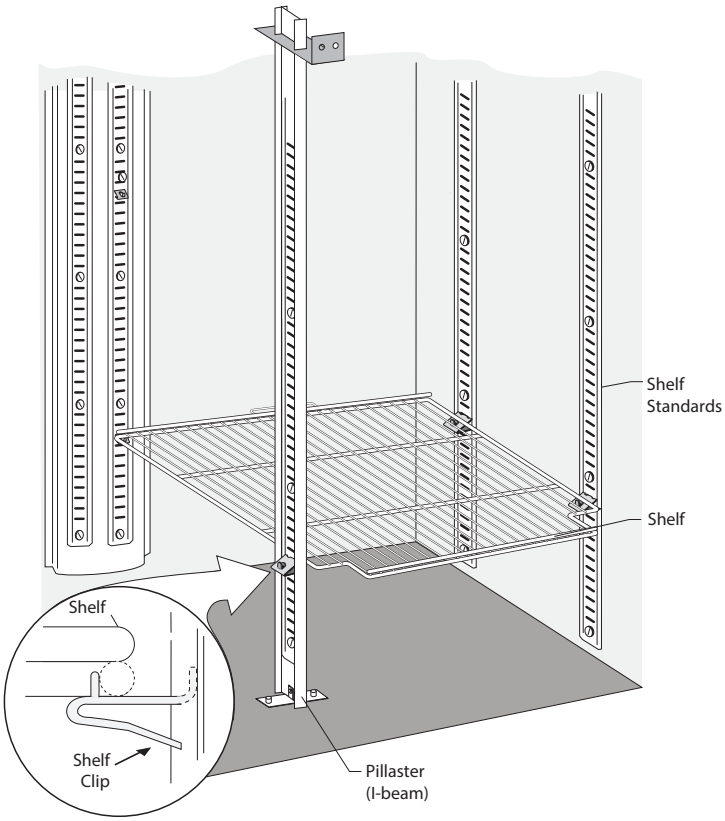
A. Hook shelf clips onto shelf standards. (See illustration).

B. Position all four shelf clips equal in distance from the floor for flat shelves.

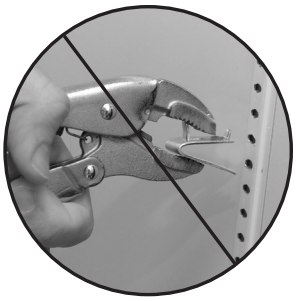
STEP 2

Place shelves on shelf clips making sure all corners are seated properly.

WIRE SHELVES: Wire shelves are oriented so that cross support bars are facing down.



WARNING!



Do not use pliers or any crimping tools when installing shelf clips. Altering shelf clips in any way can lead to shelving instability.

SHELF INSTALLATION:

For Proper Shelf Clip Installation Please Read The Following Instructions.

STEP 1

Install the top tab of the shelf clip into the proper hole. Push up on the bottom of the clip. (See image 1).

STEP 2

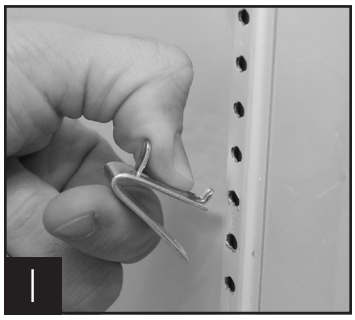
Bottom tab of the shelf clip will fit tightly. You may need to squeeze or twist the bottom of the shelf clip to install. (See image 2 & 3).

STEP 3

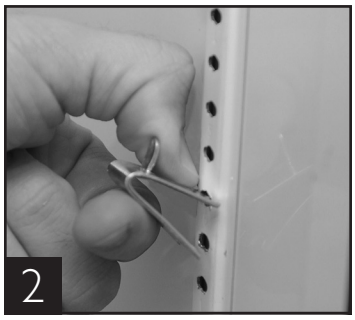
After installation, the shelf clip will fit snug into the shelf standard. The shelf clip should not be loose or able to wiggle out of the shelf standard.

SHELF INSTALLATION TIPS

1. Install all the shelf clips before installing the shelves.
2. Start at the bottom in terms of shelf installation and work your way up.
3. Always lay the back of each shelf down on the rear clips before the front.

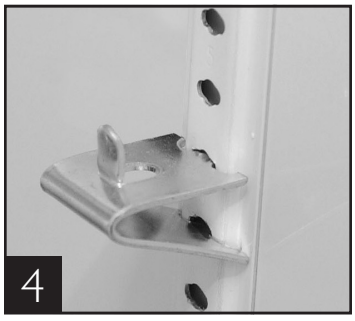


Installing top tab of shelf clip



Installing bottom of the shelf clip

You may need to squeeze or twist the bottom of the shelf clip to install



Shelf clip installation complete

INSTALLING THE VENTILATION CAP

NOTE: Be sure unit is unplugged before proceeding.

A. Remove the ventilator cap, screws and gasket from the plastic bag located on the inside floor of heated cabinet.

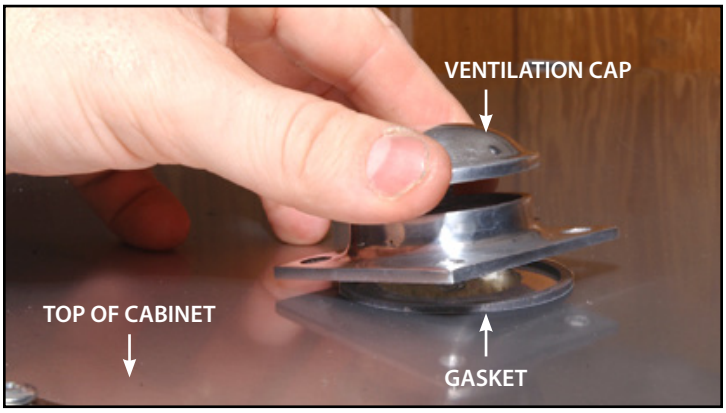
WARNING: Warranty is void if ventilation is insufficient.

B. Position the gasket at the existing ventilation hole on top of the cabinet. Place the ventilator cap above the ventilation hole and line up with gasket and mounting holes. Use the screws provided (4) to secure the ventilation cap.

NOTE: Some cabinets may not include predrilled mounting holes. In this case use the ventilator cap as a template, center over vent hole and mark all four hole locations. Drill mounting holes using a 3/32" bit.

PART FUNCTION

TRUE has designed this part to assist in preventing overhead moisture from entering into the food zone of the cabinet.



HUMIDIFICATION PROCEDURE

ADJUSTING HUMIDITY

This instruction is TRUE's recommended procedure for providing interior humidity control.

The heated cabinet is designed to provide flexibility in desired interior humidity.

LOW HUMIDITY

A. Positioned in the interior ceiling of the cabinet is the manual humidity control.

B. Turn counterclockwise to ventilate cabinet humidity.

HIGH HUMIDITY

A. When cabinet contents require higher humidity, fill the 12" x 20" (31 x 51 cm) pan (provided) with water and place in the bottom of the cabinet.

B. Keep pan full at all times; refilling as necessary.

C. Close the vent described above.

OPERATION

STARTUP

A. The cabinet is ready to operate. Plug in the unit.

B. Temperature controls are factory-set to maintain an approxiate temperature of 140°F-180°F (60°C-82°C). Allow unit to function several hours, completely heating cabinet before changing the control setting.

Temperature Control Location and Settings.

- Mechanical temperature control is located on the front of cabinet in louvered grill.

See website for adjustments, sequence of operation, and more information.

C. Excessive tampering with the control could lead to service difficulties. Should it ever become necessary to replace temperature control, be sure it is ordered from your TRUE dealer or recommended service agent.

D. Good air flow in your TRUE unit is critical. Be careful to load product so that it neither presses against the back wall, nor comes within four inches of the evaporator housing. Refrigerated air off the coil must circulate down the back wall.

NOTE: If the unit is disconnected or shut off, wait five minutes before starting again.

RECOMMENDATION - Before loading product we recommend you run your TRUE unit empty for two to three days. This allows you to be sure electrical wiring and installation are correct and no shipping damage has occurred. Remember, our factory warranty does not cover product loss!

MECHANICAL TEMPERATURE CONTROLS

MECHANICAL TEMPERATURE CONTROL GENERAL SEQUENCE OF OPERATION

MECHANICAL CONTROL SEQUENCE OF OPERATION MODEL HEATED CABINET

1. Cabinet is plugged in.
   a. Interior lights will illuminate if the rocker switch on the outside panel is in the "ON" position.
2. The temperature control will energize the heat elements if the control is calling for heat.
3. The temperature control will cycle the heating elements on and off.
   a. The temperature control is sensing the air temperature.
   b. The temperature control should be set between 140°-180°.
   c. The temperature control has an "OFF" position.
   d. The thermometer is designed to read and display a cabinet temperature not a product temperature. This cabinet temperature may reflect the heating cycle determined by the temperature control. The most accurate temperature on a cabinets operation is to verify the product temperature.

MAINTENANCE, CARE, CLEANING

STAINLESS STEEL EQUIPMENT CARE AND CLEANING

CAUTION: Do not use any steel wool, abrasive or chlorine based products to clean stainless steel surfaces.

STAINLESS STEEL OPPONENTS

There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

1. Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
2. Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
3. Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

RECOMMENDED CLEANERS FOR CERTAIN SITUATIONS / ENVIRONMENTS OF STAINLESS STEEL

A. Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.

B. Arcal 20, Lac-O-Nu Ecoshine applied provides barrier film for fingerprints and smears.

C. Cameo, Talc, Zud First Impression is applied by rubbing in the direction of the polished lines for stubborn stains and discoloring.

D. Easy-off and De-Grease It oven aid are excellent for removals on all finishes for grease-fatty acids, blood and burnt-on foods.

E. Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.

F. Benefit, Super Sheen, Sheila Shine are good for restoration / passivation.

NOTE: The use of stainless steel cleaners or other such solvents is not recommended on plastic parts. Warm soap and water will suffice.

8 STEPS THAT CAN HELP PREVENT RUST ON STAINLESS STEEL:

1. **USING THE CORRECT CLEANING TOOLS**
   Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads. Step 2 tells you how to find the polishing marks.

2. **CLEANING ALONG THE POLISH LINES**
   Polishing lines or "grain" are visible on some stainless steels. Always scrub parallel to visible lines on some stainless steels. Use a plastic scouring pad or soft cloth when you cannot see the grain.

3. **USE ALKALINE, ALKALINE CHLORINATED OR NON-CHLORIDE CONTAINING CLEANERS**
   While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner's chloride content contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts as they can attack stainless steel, causing pitting and rusting.

4. **WATER TREATMENT**
   To reduce deposits, soften the hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

5. **MAINTAINING THE CLEANLINESS OF YOUR FOOD EQUIPMENT**
   Use cleaners at the recommended strength (alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating any cleaners containing chlorides will have the same damaging effects.

6. **RINSE**
   When using chlorinated cleaners you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

7. **HYDROCHLORIC ACID (MURIATIC ACID) SHOULD NEVER BE USED ON STAINLESS STEEL**

8. **REGULARLY RESTORE/PASSIVATE STAINLESS STEEL**

GENERAL MAINTENANCE

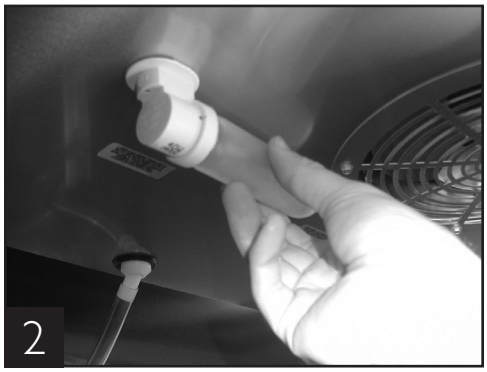
LIGHT BULB REPLACEMENT (INTERIOR LIGHTS) GENERAL MAINTENANCE

WARNING: When replacing a light bulb make sure power to the unit is either turned off or unplugged.

Be careful when removing the light bulb. Please be aware of your local ordinances in disposing old bulbs. These bulbs should be disposed in a safe and correct manner.

- Simply unscrew the light bulb (See image 1 & 2).

Interior Light



Interior Light

LIGHT BULB REPLACEMENT (IDL) INTEGRATED DOOR LIGHTING

WARNING: When replacing a light bulb make sure power to the unit is either turned off or unplugged.

IDL (INTEGRATED DOOR LIGHTING):

- Squeeze the plastic lampshield together and pull away from the door (See Image 3).
- Push the bulb down while pulling the spring activated lampholder up. This will give you enough clearance to take the bulb out (See Image 4).

Remove the lampshield to reveal the bulb. Squeeze the sides of the lamp-shield at the same time pulling it away from the bulb.

The lamp holders are spring activated. Pull the top lamp holder up and push the bulb down at the same time. This will leave enough clearance to remove the bulb.

FOR ADDITIONAL MAINTENANCE INSTRUCTION, PLEASE VISIT THE MEDIA CENTER AT WWW.TRUEMFG.COM

WARRANTY INFORMATION (U.S.A & CANADA ONLY!)

THIS WARRANTY ONLY APPLIES TO UNITS SHIPPED FROM TRUE'S MANUFACTURING FACILITIES AFTER SEPTEMBER 1, 2015.

THREE-YEAR PARTS & LABOR WARRANTY

TRUE warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by TRUE and upon proper installation and start-up in accordance with the instruction packet supplied with each TRUE unit. TRUE's obligation under this warranty is limited to a period of three (3) years from the date of original installation or 39 months after shipment date from TRUE, whichever occurs first.

Any part covered under this warranty that are determined by TRUE to have been defective within three (3) years of original installation or thirty-nine (39) months after shipment date from manufacturer, whichever occurs first, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by TRUE.

Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs or fluorescent bulbs. Warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance which includes regular cleaning of condenser coils.

ADDITIONAL TWO-YEAR COMPRESSOR WARRANTY

In addition to the Three (3) year warranty stated above, TRUE warrants its hermetically and semi-hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of two (2) additional years from the date of original installation but not to exceed five (5) years and three (3) months after shipment from the manufacturer.

Compressors determined by TRUE to have been defective within this extended time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The two (2) year extended compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

404A/134A/HYDROCARBON COMPRESSOR WARRANTY

The two year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. This system contains R404A, R134A, or R290 refrigerant and polyol ester lubricant. The polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occur, the lubricant must be removed and replaced with new. For oil amounts and specifications please call TRUE technical service department (855-372-1368). Failure to comply with recommended lubricant specification will void the compressor warranty.
2. Drier replacement is very important and must be changed when a system is opened for servicing. An OEM exact replacement should be used. The new drier must also be the same capacity as the drier being replaced.
3. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

WARRANTY CLAIMS

All claims for labor or parts must be made directly through TRUE. All claims should include: model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, the compressor model tag must be returned to TRUE along with above listed information.
Any action or breach of these warranty provisions must be commenced within one (1) year after that cause of action has occurred.

WHAT IS NOT COVERED BY THIS WARRANTY

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

NO CONSEQUENTIAL DAMAGES. TRUE IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS; OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS WHETHER OR NOT ON ACCOUNT OF REFRIGERATION FAILURE.

WARRANTY IS NOT TRANSFERABLE. This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IMPROPER USAGE. TRUE ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE WARRANTY PACKET PROVIDED WITH THE UNIT.

RELOCATION OF CABINET FOR REPAIR. True is not responsible for the cost to move a cabinet for any reason from its position of operation on the customer's premises to make a warranty repair.

NON OEM PARTS. Use of non OEM parts without manufacturer's approval will void cabinet warranty.

ALTERATION, NEGLECT, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD. TRUE is not responsible for the repair or replacement of any parts that TRUE determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

IMPROPER ELECTRICAL CONNECTIONS. TRUE IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM INCORRECT SUPPLY VOLTAGE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR UNSTABLE SUPPLY VOLTAGE.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE THREE (3) YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL TWO (2) YEAR COMPRESSOR WARRANTY AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

OUTSIDE U.S. AND CANADA: This warranty does not apply to, and TRUE is not responsible for, any warranty claims made on products sold or used outside the United States and Canada. This warranty only applies to units shipped from True's manufacturing facilities after September 1, 2015.

SB • 11/17